

# 2001-03 Performance Progress Report

## For Quarter Ending 6/30/2002

Agency 390

## Washington State Historical Society

### Mission

Inspiring all people to make history a part of their lives by:

Presenting exhibits, programs & publications that bring history alive  
 Collecting materials that reveal stories of Washington and its people  
 Educating students of all ages  
 Encouraging the heritage activities of others, and  
 Fostering a sense of identity & community

**Goal** Diverse and Compelling Programming that bring history alive

**Performance Measure** Number of museum visitors for both the Washington State History Museum and the Washington State Capital Museum

Output	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	28000	40000	35000	37000	30000	45000	42000	48550
Actual	22494	26261	29905					
Date Measured								

**Goal** Customer Satisfaction, achieve high visitor satisfaction ratings for the Washington State History Museum

**Performance Measure** Customer satisfaction rating

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate		85%		0				85%
Actual		91						
Date Measured								

**Goal** Effective Statewide Outreach and Market Penetration

**Performance Measure** No. of telephone & mail inquiries answered by the research center staff

Output	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	650	650	650	650	650	650	650	650
Actual	593	586	681					
Date Measured								